READJUSTMENT COUNSELING SERVICE - VET CENTER
STATEMENT OF WORK - AGENCY SPECIFIC REQUIREMENTS

The Lessor shall provide all materials, parts, and labor to complete the space and room requirements.

The Vet Center Agency Specific Requirements will be used in conjunction with the standards and specifications found in the Request for Lease Proposal and the GSA Global Lease. If any conflict between standards or regulatory framework is found, the offeror must use the higher standard and follow the more stringent regulation.

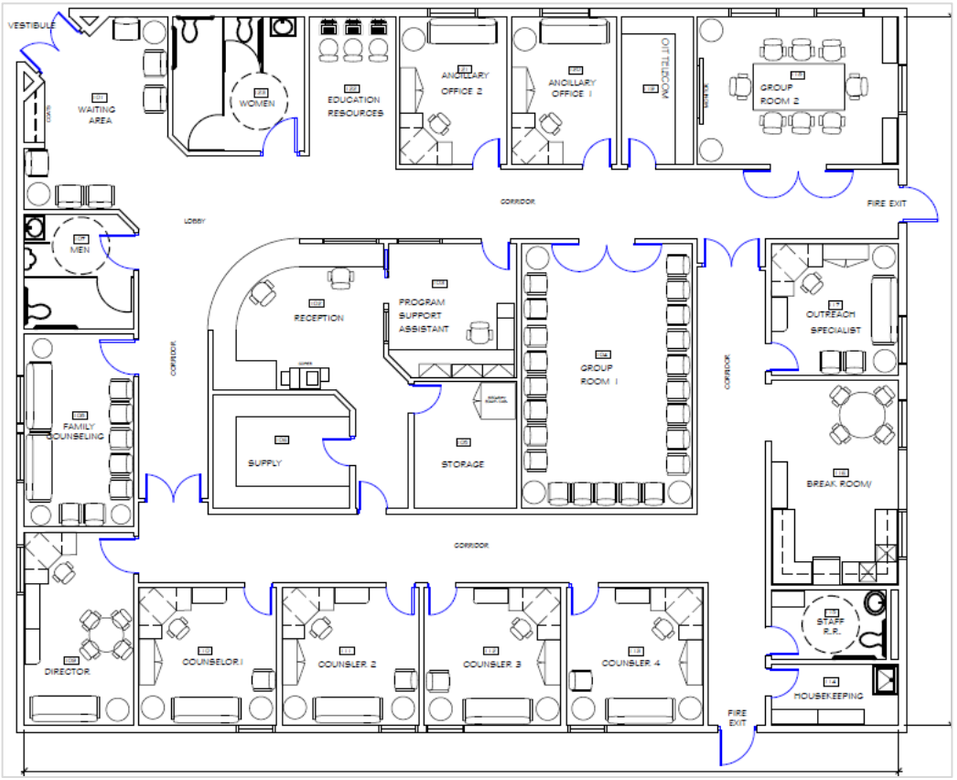
The Lease shall be Fully Serviced with the following services paid for/provided by the Lessor through the annual rent.

1. Utilities.
2. Janitorial.
3. Basic Cable to include local channels in the Waiting Area (Lobby) and three Group Rooms**.**
4. Guest Business High-Speed Internet Wi-Fi.
5. Security and CCTV System monitoring and maintenance to include software/hardware updates provided by the Lessor and paid through the annual rent.
6. Security System tested quarterly by the Lessor; a copy of the report sent to VA.

A. SPACE REQUIREMENTS.

1. Space design to provide maximum co-location of staff offices and group rooms. Refer to RLP Exhibit, Space Requirements for additional details required for this location.

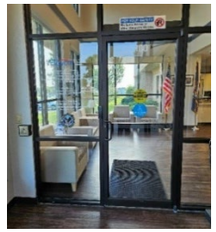
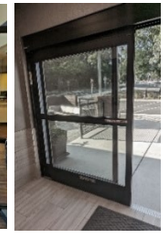
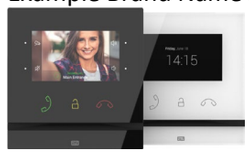
Room Name	AREA
STAFF AND CLINICAL AREA	
Director	150
Counselor	144
Outreach Specialist	144
Program Support Assistant/Reception	160
Ancillary Counselor	144
Group Room 1	480
Group Room 2	240
Group Room 3	180
Group Room Storage	40
Restroom	60
WELCOME AREA	
Waiting	300
Education	40
Restroom	60
Restroom Family	75
SUPPORT AREA	
Copy / Mail	140
Storage & Telecommunications Enclosure	140
Kitchen	160
Housekeeping	40

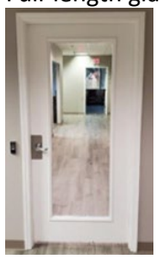
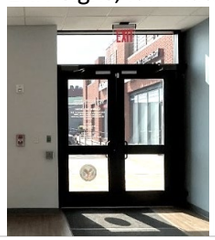
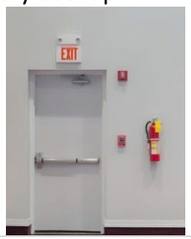


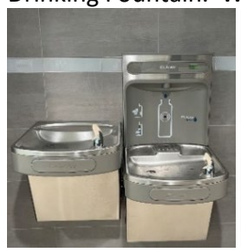
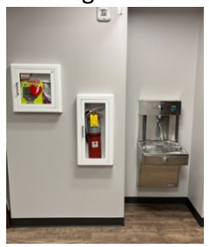
B. ROOM REQUIREMENTS **Room #**

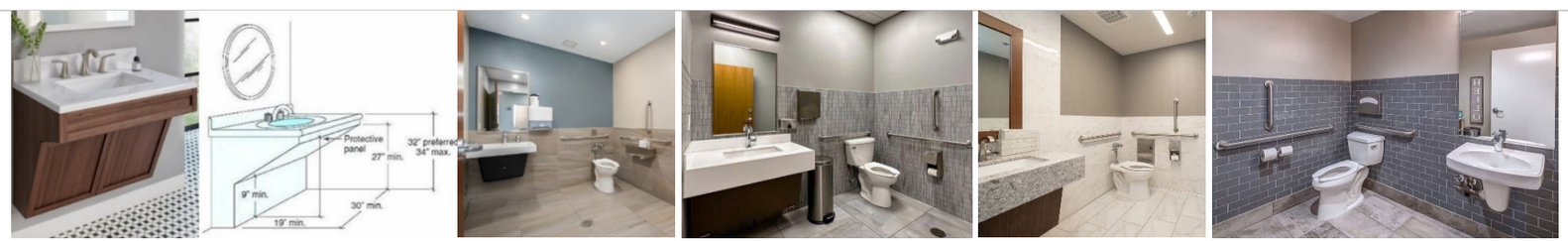
1. EXTERIOR

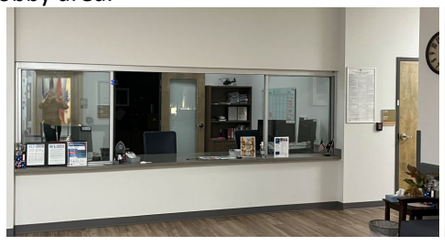
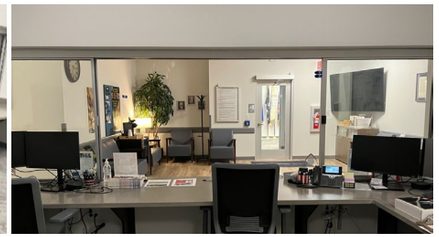
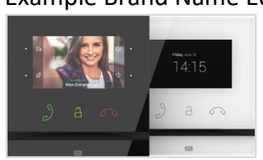
Electric.	a.	Mobile Vet Center (MVC). One (1) Exterior 50 AMP outlet with dedicated circuit for the (MVC) enclosed with weatherproof and locking RV Power Outlet Box; location determined by the VA.	
Safety.	b.	Cameras. Exterior cameras provide unobstructed monitoring of pedestrian entrances, exits, and government vehicles.	

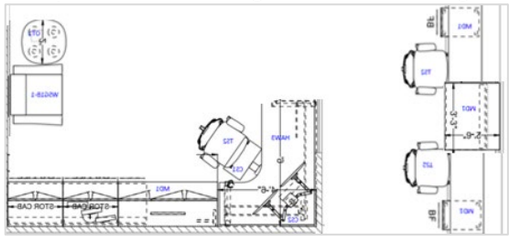
Other.	c. Flagpole. - Ability to display an 4x6 American Flag and a 3x5 POW flag underneath, near building main entrance. - Illuminated during the hours of darkness. - Minimum Height 20 feet. - Stainless steel or aluminum in material as per VA Standard Specification section 10 75 00.	
2. ENTRANCE		
Door.	a. Power Assisted Front Entrance Door or Automatic Single Slide Automatic Door System with Safety Sensors and Hardware.  	
Key Control Access.	b. Access-controlled door that utilizes a wireless key fob for entry. c. Video Intercom system to allow VA staff to view, communicate, and open the door remotely before allowing access to space. - Compact intercom - Exterior Entrance (Qty 1) - Compact intercom - Master Station (Qty 2); specific location determined by VA. - Compact intercom - Portable Device. (Qty 2) - Example Brand Name Equal. https://www.2n.com/en-US/products/indoor-stations/2n-indoor-compact/ 	
Other.	d. Vestibule. Located at the public entrance where weather conditions and heat loss are important factors. 	
3. LOBBY, WAITING AREA		

Floor.	a. Luxury Vinyl Tile/Plank 5mm thickness + 20mil wear layer; continues through hallway corridor.	
Wall.	b. Paint all rooms/spaces with primer, two finish coats, and accent wall color; location determined by VA. c. Wall backing and mounting materials for VA furnished TV installed by Lessor; location determined by VA.	
Ceiling.	d. Acoustical Ceiling Panels HIGH-NRC/HIGH-CA; standard size 24' x24" x 1" with laminated or sealed face and sealed edges.	
Window.	e. Direct window access. f. Window Coverings. Horizontal manual roller shades with solar glare and heat reduction.	
Door.	g. Full-length glass panel. (Qty 2). 	
Sound Isolation.	h. N/A.	
Data.	i. One (1) data outlet behind TV; 60" from the floor to center of TV.	
Electric.	j. One (1) per wall duplex outlet. k. One (1) quadruplex behind the TV; height 60" from the floor to center of TV. l. Cable TV wall jack behind the TV; height 60" from the floor to center of TV.	
Lighting.	m. Multilevel Switching, Dimming & Occupancy.	
Safety.	n. Cameras. Interior cameras to provide unobstructed monitoring of entrances. o. EXIT signs, luminated with battery backup.  	

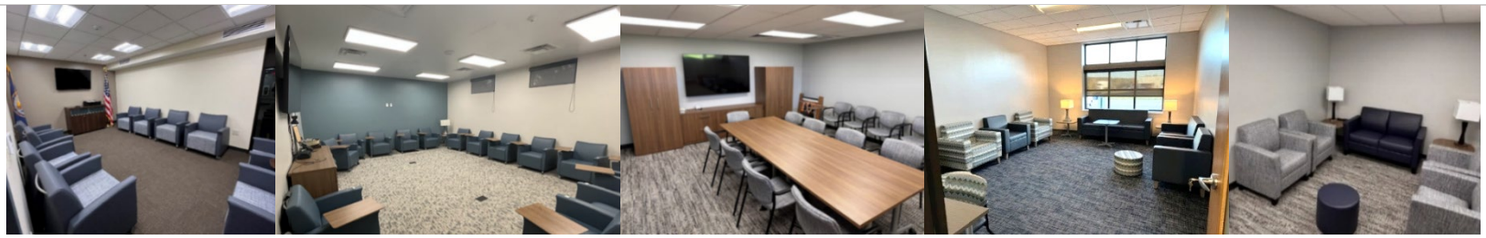
Key Control Access.	p. Access-controlled door that utilizes a wireless key fob for entry. q. HID Contactless Readers for PIV Solutions https://www.alldataresource.com/assets/hid_global/HID-pivCLASS-Contactless-Readers-Datasheet.pdf	
Other.	r. Corridors are minimum of 5 feet in clear width. s. Vinyl Corner Guards. Mounted at height 48” from top of vinyl base in hallways. t. Wall Backing and Mounting Materials to support 60” VA furnished television installed by Lessor; location determined by VA. u. Universal Thermostat locking clear cover. v. Drinking Fountain. Wall hung stainless Bottle Filling Station Single ADA Cooler; Maintenance/filter replacement by Lessor.  	
Picture Examples.		
3. RESTROOM (UNISEX)		
Floor.	a. Porcelain Floor Tile.	
Wall.	b. Porcelain Wall Tile 4 feet up from the floor, with tile accent strip. c. Paint all rooms/spaces with primer, two finish coats, and accent walls color; location determined by VA.	
Ceiling.	d. Acoustical Ceiling Tile panels HIGH-NRC/HIGH-CAC; standard size 24’ x24” x 1” with laminated or sealed face and sealed edges.	
Window.	e. N/A.	
Door.	f. Power Assisted Door for one (1) Unisex/Family Restroom or for both the Women’s and Men’s Restroom accessible from the lobby.	

Sound Isolation.	g. STC 45.	
Data.	h. N/A.	
Electric.	i. One (1) GFI duplex outlet.	
Lighting.	j. Occupancy Sensor, 30-minute time delay.	
Safety.	k. ADA handicap accessibility to include grab bars at commode for one (1) Unisex/Family Restroom or for both the Women's and Men's Restroom accessible from the lobby. l. Nurse call tone-visual system. The notification sounds in corridors with a visual call light above the room. m. Example. https://www.tektone.com/products/nurse-call-systems/tek-care120/	
Key Control Access.	w. Access-controlled door that utilizes a wireless key fob for entry.	
Other.	n. Toilet. Commercial Grade with automatic toilet flushers. o. Toilet Paper Dispenser. Dual roll p. Toilet Paper Cover Dispenser. Provided, maintained, and refilled by the Lessor. q. Paper Towel Dispenser/Waste Receptacle. Recessed Convertible Paper Towel Dispenser/Waste Receptacle. r. Soap Dispenser. Automated touchless dispenser provided, maintained, and refilled by the Lessor Vanity with sink and structure to hide exposed plumbing. s. Mirror. Minimum of 24"x 36" over sink t. Vanity. u. Coat Hooks. Three (3) coat hooks; location determined by the VA. v. Baby changing station for one (1) Unisex/Family Restroom or for both the Women's and Men's Restroom accessible from the lobby. w. Exhaust Vent.	
Picture Examples.		
5. RECEPTION / PROGRAM SUPPORT ASSISTANT		
Floor.	a. Luxury Vinyl Tile 5mm thickness + 20mil wear layer.	

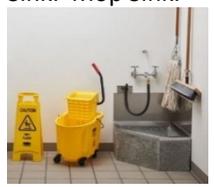
Wall.	b. Paint all rooms/spaces with primer, two finish coats, and accent walls color; location determined by VA.	
Ceiling.	c. Acoustical Ceiling Tile panels HIGH-NRC/HIGH-CAC, standard size 24' x24" x 1" with laminated or sealed face and sealed edges.	
Window.	d. Horizontal manual roller shades with solar glare and heat reduction. e. Glass transaction window to the lobby area.  	
Door.	f. Solid Core Wood Door with sound proofing jamb seal, threshold seal, and soft closing door feature.	
Sound Isolation.	g. STC 45.	
Data.	h. Two (2) data outlets next to quad Electrical outlets at program support assistant. i. Two (2) data outlets at counter height at reception counter.	
Electric.	j. Two (2) quad outlets next to duplex Data outlets. k. Two (2) duplex outlets at counter height at reception counter.	
Lighting.	l. Multilevel Switching, Dimming & Occupancy.	
Safety.	m. Duress Alarm. Duress Alarm Wireless transmitter device. n. Video Intercom. System to allow VA staff to view, communicate, and open the door remotely before allowing access to space. - Compact intercom - Exterior Entrance (Qty 1) - Compact intercom - Master Station (Qty 2); specific location determined by VA. - Compact intercom - Portable Device. (Qty 2) - Example Brand Name Equal. https://www.2n.com/en-US/products/indoor-stations/2n-indoor-compact/ 	
Key Control Access.	o. Access-controlled door that utilizes a wireless key fob for entry.	

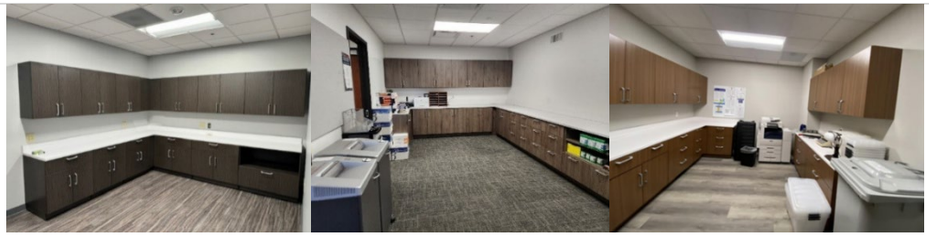
Other.	p. Countertop. Solid Surface Quartz Countertop utilizing concealed mounting brackets. q. Reception area is contiguous with the Program Support Assistant, examples below. 	
6. OFFICE	**Quantity: Refer to the Exhibit – Space Requirements; the requirements for each room.**	
Floor.	a. Carpet Tile.	
Wall.	b. Paint all rooms/spaces with primer, two finish coats, and accent walls color; location determined by VA.	
Ceiling.	c. Acoustical Ceiling Tile panels HIGH-NRC/HIGH-CAC, standard size 24’ x24” x 1” with laminated or sealed face and sealed edges.	
Window.	d. Window Coverings. Horizontal manual roller shades with solar glare and heat reduction.	
Door.	e. Solid Core Wood Door with sound proofing jamb seal, threshold seal, and soft closing door feature.	
Sound Isolation.	f. STC 45.	
Data.	g. Two (2) data outlets next to quad Electrical outlets.	
Electric.	h. Two (2) quad outlets next to duplex Data outlets. i. Two (2) duplex outlets on the opposite walls. j. Typical office layout diagram with data and electric placement. 	

Lighting.	k. Multilevel Switching, Dimming & Occupancy.	
Safety.	l. Duress Alarm. Wireless transmitter device.	
Key Control Access.	m. Access-controlled door that utilizes a wireless key fob for entry.	
Other.	n. Coat Hooks. Three (3) coat hooks; location determined by the VA.	
Picture Examples.		
7. GROUP THERAPY ROOM	**Qty: Three (3) Group Rooms - requirements for each room.**	
Floor.	a. Carpet Tile.	
Wall.	b. Paint all rooms/spaces with primer, two finish coats, and accent walls color; location determined by VA.	
Ceiling.	c. Acoustical Ceiling Tile panels HIGH-NRC/HIGH-CAC, standard size 24’ x24” x 1” with laminated or sealed face and sealed edges.	
Window.	d. Window Coverings. Horizontal manual roller shades with solar glare and heat reduction.	
Door.	e. Solid Core Wood Door with sound proofing jamb seal, threshold seal, and soft closing door feature.	
Sound Isolation.	f. STC 45.	
Data.	g. Four (4) data outlets; one on each wall.	
Electric.	h. Four (4) duplex outlets; one on each wall, next to data outlets. i. Wall backing and mounting materials for VA furnished TV installed by Lessor; location determined by VA. j. One (1) quadruplex behind the TV; height 60” from the floor to center of TV. k. Cable TV wall jack behind the TV; height 60” from the floor to center of TV.	
Lighting.	l. Multilevel Switching, Dimming & Occupancy.	

Safety.	m. Duress Alarm. Hardwired transmitter device with protective clear cover.	
Key Control Access.	x. Access-controlled door that utilizes a wireless key fob for entry.	
Other.	n. Coat Hooks: Three (3) coat hooks; location determined by the VA.	
Picture Examples.		
8. KITCHEN BREAK ROOM		
Floor.	a. Luxury Vinyl Tile 5mm thickness + 20mil wear layer.	
Wall.	b. Paint all rooms/spaces with primer, two finish coats, and accent walls color; location determined by VA.	
Ceiling.	c. Acoustical Ceiling Tile panels HIGH-NRC/HIGH-CAC, standard size 24’ x24” x 1” with laminated or sealed face and sealed edges.	
Window.	d. N/A.	
Door.	e. Solid Core Wood Door with sound proofing jamb seal, threshold seal, and soft closing door feature.	
Sound Isolation.	f. N/A.	
Data.	g. N/A.	
Electric.	h. One (1) duplex GFI outlet for the refrigerator i. Two (2) duplex GFI outlets at counter height; 48” from floor; locations determined by VA. j. Three (3) duplex outlets, one on each wall, 18” from floor.	
Lighting.	x. Occupancy Sensor, 30-minute time delay.	
Safety.	k. Duress Alarm. Hardwired transmitter device.	

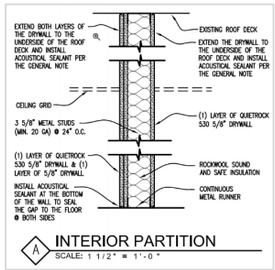
Key Control Access.	y. Access-controlled door that utilizes a wireless key fob for entry.	
Other.	l. Coat Hooks. Three (3) coat hooks; location determined by the VA. m. Cabinets. Upper and lower kitchen cabinets. n. Countertop. Minimum 10’ feet solid surface Quartz countertop. a. Sink. Double compartment stainless sink. Provided by Lessor. o. Garbage Disposal. Provided by Lessor. b. Refrigerator. Refrigerator in Fingerprint Resistant Stainless, 25 cu. Ft. capacity minimum with ice maker, provided by Lessor. c. Microwave. Countertop Microwave in Fingerprint Resistant Stainless, 1.6 cu. Ft. capacity-1000 Watts minimum, provided by Lessor. d. Dishwasher. Fingerprint Resistant Stainless, provided by the Lessor.	
Picture Examples.		
9. HOUSEKEEPING		
Floor.	a. Sealed concrete floor.	
Wall.	b. Paint all rooms/spaces with primer, two finish coats.	
Ceiling.	c. Acoustical Ceiling Tile panels HIGH-NRC/HIGH-CAC; standard size 24’ x24” x 1” with laminated or sealed face and sealed edges.	
Window.	d. N/A.	
Door.	e. Solid Core Wood Door.	
Sound Isolation.	f. N/A.	
Data.	g. N/A.	
Electric.	h. One (1) GFCI outlet.	
Lighting.	i. Occupancy Sensor.	

Safety.	j. N/A.	
Key Control Access.	z. Access-controlled door that utilizes a wireless key fob for entry.	
Other.	k. Shelving. Adjustable wire shelving on two walls. l. Sink. Mop Sink. 	
10. SUPPLY ROOM		
Floor.	a. Luxury Vinyl Tile (LVT) 5mm thickness + 20mil wear layer.	
Wall.	b. Paint all rooms/spaces with primer, two finish coats, and accent walls color; location determined by VA.	
Ceiling.	c. Acoustical Ceiling Tile panels HIGH-NRC/HIGH-CAC, standard size 24’ x24” x 1” with laminated or sealed face and sealed edges.	
Window.	d. N/A.	
Door.	e. Solid Core Wood Door with sound proofing jamb seal, threshold seal, and soft closing door feature.	
Sound Isolation.	f. N/A.	
Data.	g. Two (2) data outlets, next to quadraplex electrical outlets.	
Electric.	h. Two (2) quadraplex outlets, next to data outlets. Two (2) duplex outlets at counter height, 48” from the floor.	
Lighting.	i. Occupancy Sensor.	
Safety.	j. N/A.	
Key Control Access.	k. Access-controlled door that utilizes a wireless key fob for entry.	
Other.	l. Cabinets. Casework cabinetry and counter provided by VA furniture vendor. m. Lessor provided and installed independent network switch and IP address to support the Cable television, Business High Speed Internet Wi-Fi Router, and Security Alarm Control Panel; final location determined by VA.	

Picture Examples.			
10. STORAGE ROOM			
Floor.	a.	Luxury Vinyl Tile (LVT) 5mm thickness + 20mil wear layer.	
Wall.	b.	Paint all rooms/spaces with primer, two finish coats, and accent walls color; location determined by VA.	
Ceiling.	c.	Acoustical Ceiling Tile panels HIGH-NRC/HIGH-CAC; standard size 24’ x24” x 1” with laminated or sealed face and sealed edges.	
Window.	d.	No Windows.	
Door.	e.	Solid Core Wood Door with sound proofing jamb seal, threshold seal, and soft closing door feature.	
Sound Isolation.	f.	N/A.	
Data.	g.	Two (2) data outlets; locations determined by VA.	
Electric.	h.	Four (4) duplex outlets, one per wall next to data outlets.	
Lighting.	i.	Occupancy Sensor.	
Safety.	j.	N/A.	
Key Control Access.	k.	Access-controlled door that utilizes a wireless key fob for entry.	
Other.	l.	Telecommunication Enclosure (TE) to be in located this space.	
11. TELECOMMUNICATIONS			
Telecommunication Enclosure (TE).	a.	Telecommunication Enclosure (TE). Refer to SOW ASR-D Design Guide for Telecommunications Enclosure PG-18-12 Appendix G.	

Telecommunication Data Outlets, Connected to VA Network	a. Standard Data Outlets: Each data outlet device location will have four (4) Work Area Outlet (WAO) Standard Density design cable runs that terminate on the high-density rack mounted patch panel in the Telecommunications Room. b. Wall Mounted Phones: Any jacks for wall mounted phones should have 1 data cable to support VoIP, and be on a 1 port metal plate, and accommodate RJ45. Cabling must be installed according to BISCI standards. c. All permanent link cabling from the Telecommunications Room to the outlet require continuous runs with no splices and be less than 295'. d. Patch Panels, jacks, and cables require CAT 6A and shall be tested and certified; test results provided to VA COR. e. Provide flush/surface mounted single-gang outlet boxes with four-port base plates and applicable wall device faceplates. f. Provide and install all cable runs throughout the space and terminate in the Telecommunications Enclosure. g. VA naming and labeling conventions in section 5.1.5, *Information Transport Systems Equipment and Component Labeling*, of the Infrastructure Standard for Telecommunications Spaces. h. Attached labels at the patch panel and wall plate; easily visible and printed, hand-written labels are prohibited.	
12. FINISHES		
Color Board	a. The Lessor shall provide physical samples for VA final approval; VA will provide a digital Color Board. RCS CAM. INSTRUCTIONS. Color Board Finishes b. Repaint the space every 5 years. Lessor shall maintain all wall covering and paint coatings in "like new" condition for the life of the Lease. All repainted surfaces are at Lessor's expense, including the moving and returning of furnishings. c. Replace flooring in space every 5 years. Lessors shall repair or replace flooring in "like new" condition during the life of the. All repaired or replaced flooring surfaces are at Lessor's expense, including the moving and returning of furnishings.	
13. SOUND ISOLATION		
Sound Transmission Class (STC)	a. STC 45 in Restrooms, Offices, and Group Rooms. b. Sound Acoustic Field Study. Lessor to conduct a Sound Acoustic Field Study to assure the acoustic requirements met the Vet Center specific requirements. Examples which may help achieve a sound resistant enclosure; these are not the requirements:	

- Install sound and noise-blocking wall construction between rooms and in the ceiling.
- Door Thickness 2 ¼”-2 ¾”
- Sound Dampening Cores, Soundproof door jamb and threshold seal
- Rockwool Sound insulation
- Acoustical Ceiling Insulation 3 ½”
- Acoustic Ceiling Panel Tiles
- Walls Floor to Deck
- Walls 12-18” above ceiling
- 5/8” Metal Studs 20-24” spacing
- QuietRock Drywall



14. SOUND MASKING SYSTEM

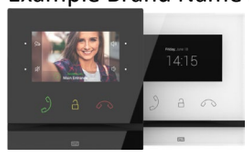
a. Provide and install a sound masking system using a series of loudspeakers installed in a grid-like pattern in the ceiling.
b. System zones to control volume and frequency in the lobby, corridors, and group rooms; control system location determined by VA.
c. Example Brand Name Equal. Cambridge Qt X 300/300D control module is a compact three-zone networkable controller suitable for installations of up to 36,000 square feet (3,345 m^2). Each zone can be independently adjusted for masking with two auxiliary audio inputs to allow for distribution of audio from paging controllers and/or (background) music players; controls up to three zones of Qt standard or active Qt Emitters.

15. SIGNAGE

Exterior Signage

a. Refer to Exhibit SOW ASR-B RCS Exterior Signage Guide for specifications and requirements associated with the exterior signage.
b. Preferred Option is luminated dusk to dawn Vet Center logo on building, above the entrance.
c. VA approval required prior to fabrication and installation
d. Signage shall be legible from main serving road.
e. Signage shall comply with local municipality codes, maximum size in accordance with local building code.

Main Entry Door	f. Refer to Exhibit SOW ASR-B RCS Exterior Signage Guide for specifications and requirements associated with the entry door decal signage. 	
Interior Signage	g. Refer to Exhibit SOW ASR-B RCS Interior Signage Guide for specifications and requirements associated with ADA compliant interior signage. 	
16. SECURITY		
Facility Security Level (FSL) II.	a. Refer to Facility Security Level (FSL) requirements exhibit included in the lease for all shell and tenant improvements requirements. b. Lessor to design, provide equipment, install, maintain, and complete software updates. c. No public access to the offices will be allowed. d. Security System Monitoring and Maintenance provided by the Lessor and paid through the annual rent. e. Security system tested quarterly by the Lessor; a copy of the report sent to VA.	

VIDEO SURVEILLANCE SYSTEM (VSS).	f. Lessor to design, provide equipment, install, complete software updates and provide preventive maintenance for all security systems. g. Provide independent network switch and IP address to support the system; location determined by VA (Supply/Storage Room). h. Single cabinet, stand-alone browser-based system. i. System reports to a master station with monitor; location determined in coordination with the VA. j. System supports the entry control system, 30-day time-lapse video recording. k. System testing is required prior to occupancy. l. Cameras (exterior) installed to provide unobstructed coverage of pedestrian entrances and exits. m. Cameras (interior) installed in the waiting/lobby, the main corridors, and telecommunications room entrance.	
ACCESS CONTROL.	n. Video Intercom. System to allow VA staff to view, communicate, and open the door remotely before allowing access to space. - Compact intercom - Exterior Entrance (Qty 1) - Compact intercom - Master Station (Qty 2); location determined by VA. - Compact intercom - Portable Device. (Qty 2) - Example Brand Name Equal. https://www.2n.com/en-US/products/indoor-stations/2n-indoor-compact/ 	
INTRUSION DETECTION SYSTEM (IDS).	o. Locally sounding audible alarm throughout space activate upon illegal/unauthorized entry. p. Remote visual and audio annunciators located within the facility which ensures 24-hour monitoring. q. Alarm system keypad to arm/disarm IDS at interior employee entrance/exit; location determined by VA. r. Alarm sensors on all exterior doors and windows, and telecommunication room door. s. Motion sensors cover the lobby, main corridors, and telecommunication room. t. Employee access code updates coordinated with Lessor as required for the duration of lease term.	
DURESS ALARM.	u. Lessor to design, provide equipment, install, maintain, and complete software updates for the Duress Alarm system. v. Interface with the Intrusion Detection System. w. System reports to master station. Master station displays the transmitter device location upon call notification; location determined by VA. x. Each transmitter device is individually zoned. y. Hardwired duress alarm installed in each restroom and group room. z. Wireless duress alarm installed at reception desk and in each office. aa. When activated, a notification sounds through the hallways/corridors, and the central monitoring center is alerted. bb. Duress Alarm System alerts the alarm company, which then contacts the Vet Center to determine the required course of action.	
NURSE CALL.	cc. Nurse call tone-visual system. The notification sounds in corridors and at master station dd. Dome visual call light above the room. ee. Pull-cord stations.	